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# 8 B (004)  
1-13-04  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678  
Applicant(s): Hein *et al.*  
Filed: September 7, 2000  
Art Unit: 3621

Confirmation No.: 1936

Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935  
Customer No.: 00826

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT  
37 C.F.R. § 1.121

Sir:

In response to the Final Office Action dated October 1, 2003, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

RTA01/2147360v1

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### TELECOPY

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DATE: December 19, 2003

TO: Examiner Bradley B. Bayat - USPTO

FROM: Kevin R. Lyn

In re: Hein et al. Confirmation No.: 1936

Appl. No.: 09/656,678 Group Art Unit: 3621

Filed: September 7, 2000 Examiner: Bayat, Bradley B.

For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Please see the attached RCE Transmittal Sheet (2 pages) and Amendment (12 pages) in reference to the above-identified U.S. patent application.

NO. OF PAGES:  
(Including cover page)

15

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